

## Quick Tips

Are you on the hunt for facts, data, rules or instructions? Are you a newbie, an old hand, or maybe you're a frequent flyer on CBP.gov? Whoever you are, CBP.gov is here to help. We know the volume of information available on the site can be daunting so we have collected a few tips to help you on your way.

### Point and Click (*aka surfing*)

The Menu buttons of the site were crafted to be logical and intuitive for numerous user groups and their specific needs. We employed a menu system starting with broad topics that become increasingly more specific as you explore the site. Statistics show that a website visitor will become frustrated if they have not found their target after three clicks. On a website as information rich as CBP.gov (over 10,000 individual web pages and over 150,000 downloadable files) we attempt to reduce this potential frustration by offering additional ways to quickly find what you need.

### Sitemap

You may scan all the topics contained on the site using the sitemap button on the homepage or you can narrow the list down by using the sitemap button in a particular section of the site. Please note that in order to create a sitemap of realistic proportions we only list topics, not each individual page on the site.

### Control F Keyboard Shortcut

To find text on a page, hold down your control key while pressing the F key. A window will pop up to allow you to search only that page.

## more Quick Tips

### What's New

For frequent visitors to CBP.gov our newly automated What's New feature may be just the ticket. What's New is a list of pages that have been added or updated each day and remain on the list for seven days. You may see the entire list (at least 50 pages) by clicking the button on the homepage or you may narrow down the list by clicking the What's New buttons found on the first page of each main topic.

### Search Engine

The key to successful searching lies in your ability to precisely filter out pages that you don't want while making sure any pages you do want show up on your results page. Start with either a global search or scoped search and enter a keyword or phrase of your choice. To refine the results by date, and/or additional key words click the Advanced Search link.

### 500+ FAQs

You might think with over 10,000 pages on CBP.gov the answers to everyone's questions must surely lie within; however, the CBP Customer Service Center answers over 6,500+ questions each month. We have compiled over 500 of the most frequently asked questions. They are categorized by topics such as Requirements for Importing Certain Goods, Customs Brokers and more. Visit the Questions button in the green stripe at the top of every page on CBP.gov to discover the full range of information at your fingertips.

# www.CBP.gov

*Forging  
a Unified  
Frontline One  
Link  
At A Time*

U.S. Customs and Border Protection



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## A Few Features of the CBP.gov website

### A Global Search

Searches the entire site

### B Scoped Search

Searches the section you are currently in and any sections contained therein

### C Section Sitemap

Takes you to the portion of the sitemap that corresponds to your current location on the site

### D Breadcrumbs


A linkable list that shows you the names of the pages required to reach your current location from the homepage

### E Left Navigation

These are topics in the section of the site you have chosen: newsroom, import, export, travel, careers, border security, about cbp, ports, questions, forms, publications, legal or contracting. The Left Navigation stays constant while you stay in that section. Clicking left navigation topics will list the pages that are available in the center column (F)

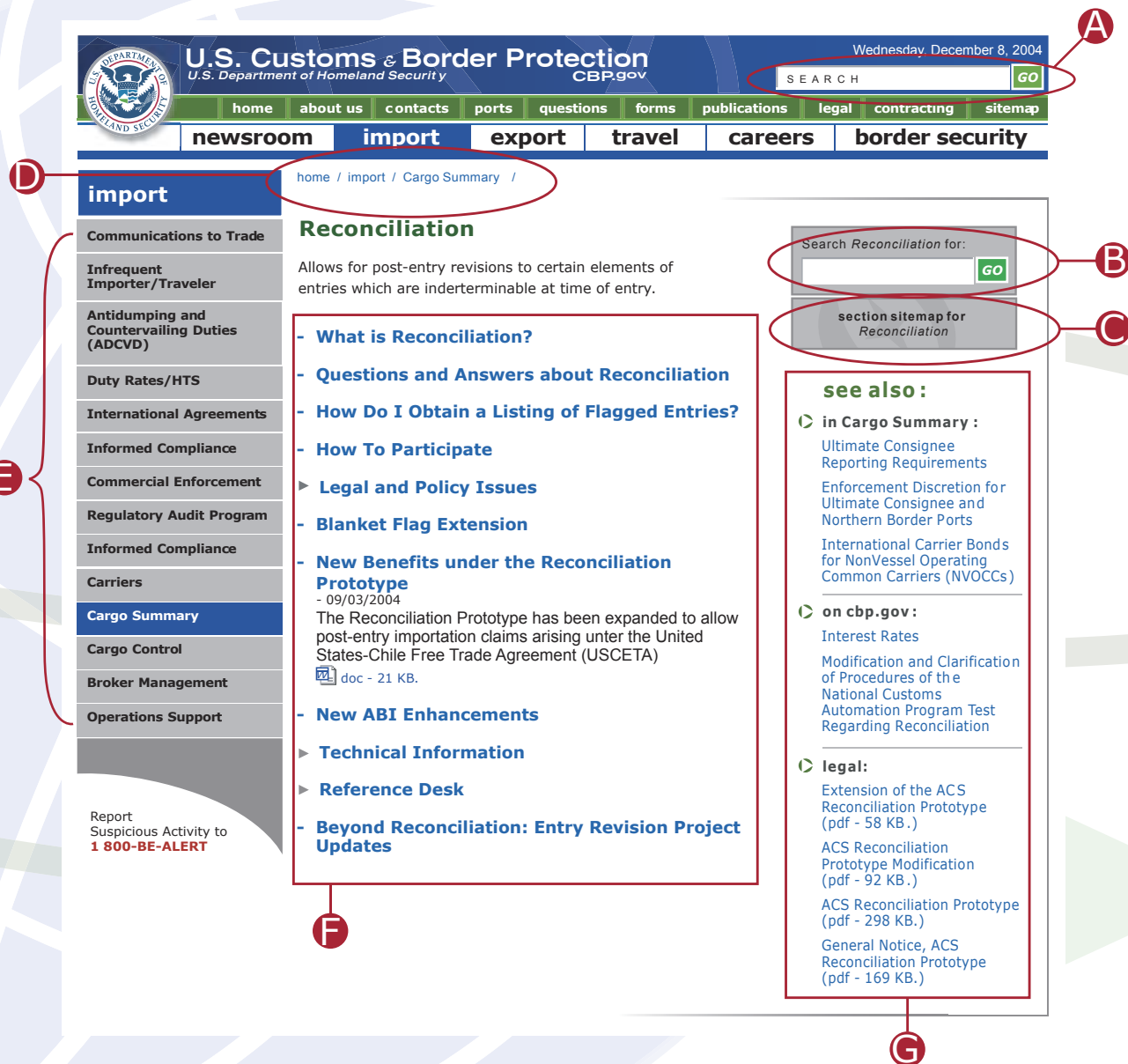
### F Center Links

These are more specific links and are categorized by:

- ▶ an arrow for a group of pages
- a dash for a single page or download (downloads display file type and size) 

### G See Also

A categorized list of links relative to the information you are currently viewing. Offsite links will open in a new window



The screenshot shows the CBP.gov website interface. At the top, the header includes the U.S. Department of Homeland Security logo, the text "U.S. Customs & Border Protection CBP.gov", and the date "Wednesday, December 8, 2004". A search bar with a "GO" button is located in the top right corner. Below the header is a navigation menu with links: home, about us, contacts, ports, questions, forms, publications, legal, contracting, and sitemap. A secondary menu below that includes: newsroom, import, export, travel, careers, and border security. The main content area is titled "import" and features a breadcrumb trail: "home / import / Cargo Summary /". The left sidebar contains a "Left Navigation" menu with categories like "Communications to Trade", "Infrequent Importer/Traveler", "Antidumping and Countervailing Duties (ADCVD)", "Duty Rates/HTS", "International Agreements", "Informed Compliance", "Commercial Enforcement", "Regulatory Audit Program", "Informed Compliance", "Carriers", "Cargo Summary" (highlighted), "Cargo Control", "Broker Management", and "Operations Support". The main content area displays the "Reconciliation" section, which includes a description: "Allows for post-entry revisions to certain elements of entries which are indeterminate at time of entry." Below this is a list of links: "What is Reconciliation?", "Questions and Answers about Reconciliation", "How Do I Obtain a Listing of Flagged Entries?", "How To Participate", "Legal and Policy Issues", "Blanket Flag Extension", "New Benefits under the Reconciliation Prototype" (dated 09/03/2004), "New ABI Enhancements", "Technical Information", "Reference Desk", and "Beyond Reconciliation: Entry Revision Project Updates". A "See Also" section on the right lists related links under categories like "in Cargo Summary", "on cbp.gov", and "legal". A "Global Search" bar is also visible in the top right corner.

Annotations on the screenshot:

- A** points to the Global Search bar in the top right corner.
- B** points to the Scoped Search bar, which is a subset of the Global Search bar.
- C** points to the Section Sitemap link in the top navigation menu.
- D** points to the Breadcrumbs trail: "home / import / Cargo Summary /".
- E** points to the Left Navigation menu on the left side of the page.
- F** points to the Center Links section, which is the main content area titled "Reconciliation".
- G** points to the See Also section on the right side of the page.